

**In the claims**

1. (Cancelled)
2. (Previously Presented) The method according to claim 20, wherein the communication network is wireless.
3. (Cancelled)
4. (Previously Presented) The method according to claim 20, wherein the bill is automatically generated.
5. (Previously Presented) The method according to claim 20, wherein the dispatch division also receives information related to the reports of malfunctions.
6. (Cancelled)
7. (Previously Presented) The method according to claim 20, wherein the one of the reports of malfunctions is associated with a twisted pair number.
8. (Cancelled)
9. (Cancelled)
10. (Previously Presented) The method according to claim 20, wherein the dispatch division re-routes the at least one dispatched technician from the first subscriber location to the location different from the vicinity of the first subscriber location based on the information related to the one of the reports of malfunctions.
11. (Previously Presented) The method according to claim 20, wherein the one of reports of malfunctions and the another one of the reports of malfunctions are associated with first and second twisted pairs.

12-18. (Cancelled)

19. (Currently Amended) The method according to claim 10 ~~20~~, further comprising the step of deferring subsequent dispatch of technicians to subscriber locations other than the different location.

20. (Currently Amended) A method of processing reports of malfunctions received by a company having a dispatch division and a billing division, the method comprising:

receiving reports of malfunctions and dispatching technicians in response to the reports;

receiving, via a communications network, information sent by the technician upon diagnosing a malfunction at a first subscriber location, wherein the information is [[,]] provided in an electronic format [[,]] and identifies ~~identifying~~ a cause of [[a]] the malfunction underlying one of the reports of malfunctions sent from a vicinity of [[a]] the first subscriber location, ~~the network providing communications between at least one dispatched technician and the company;~~

determining, by the dispatch division and based upon the information sent by the technician upon diagnosing the malfunction at the first subscriber location, that a cause underlying another one of the reports of malfunctions, received from a location different from the vicinity of the first subscriber location, is the same cause identified as underlying the report of malfunction at the first subscriber location ~~one of the reports of malfunctions;~~

identifying, by the company, an entity responsible for the cause; and

utilizing the information, by the billing division, to generate a bill to the entity that includes costs incurred for servicing at least the first subscriber.

21. (New) The method of claim 20, wherein determining, by the dispatch division and based upon the information sent by the technician upon diagnosing the malfunction at the first subscriber location, that a cause underlying another one of the reports of

malfunctions, received from a location different from the vicinity of the first subscriber location, is the same cause identified as underlying the report of malfunction at the first subscriber location comprises receiving, via the communications network, information sent by another technician upon diagnosing a malfunction at the different location which is a location of a second subscriber, wherein the information is provided in an electronic format and identifies a cause of the malfunction underlying one of the reports of malfunctions sent from a vicinity of the second subscriber.

22. (New) The method of claim 21, wherein the cause of the malfunction is determined to be at a third location, the method further comprising:

dispatching a technician to the third location and repairing the cause of the malfunction at the third location; and

including in the bill to the entity the costs incurred for servicing the second subscriber and the costs incurred for repairing the cause of the malfunction at the third location in addition to the costs incurred for servicing at least the first subscriber.

23. (New) A method of processing reports of malfunctions received by a company having a dispatch division and a billing division, the method comprising:

receiving reports of malfunctions and dispatching technicians in response to the reports;

receiving, via a communication network, information sent by the technician upon diagnosing a malfunction at a first subscriber location, wherein the information is provided in an electronic format and that allows the dispatch division to identify a cause of the malfunction underlying one of the reports of malfunctions sent from a vicinity of the first subscriber location;

receiving, via the communications network, information sent by another technician upon diagnosing a malfunction at a location of a second subscriber, wherein the information is provided in an electronic format and allows the dispatch division to identify a cause of the malfunction underlying one of the reports of malfunctions sent from a vicinity of the second subscriber to be the same cause of the malfunction

underlying one of the reports of malfunctions sent from the vicinity of the first subscriber;

repairing the cause underlying both of the reports of malfunctions sent from the vicinity of the first subscriber and sent from the vicinity of the second subscriber;

identifying, by the company, an entity responsible for the cause; and

utilizing the information, by the billing division, to generate a bill to the entity that includes the costs incurred for servicing the first subscriber, for servicing the second subscriber, and for repairing the cause.

*File* <sup>24</sup> 25. (New) The method of claim <sup>23</sup> 24, wherein the cause of the malfunction is determined to be at a third location that is different than the vicinity of the first subscriber and the vicinity of the second subscriber.